RESOLUTION NO. 10-99

RESOLUTION OF THE MAYOR AND
THE CITY COUNCIL OF THE CITY OF
HIALEAH, FLORIDA APPROVING THE
ANNUAL PLAN OF SERVICE FOR THE
LIBRARY DIVISION FOR FISCAL YEAR
2010-2011 AND THREE–YEAR
TECHNOLOGY PLAN FOR FISCAL
YEARS 2010-2011 THROUGH 2013-2014
FOR SUBMITTAL TO THE STATE
LIBRARY OF FLORIDA IN ORDER TO
MAINTAIN ELIGIBILITY AS A
RECIPIENT OF STATE AND FEDERAL
FUNDS.

WHEREAS, the State Aid to Libraries Program is to assist local governments in maintaining and developing free professional library services and in particular, providing equal access to free public library services to all residents of the service areas of participating governments, coordinating library service throughout the service area and providing consistent level of operation, maintenance and development of library services; and

WHEREAS, in order to fulfill the requirements of the State Aid to Library Program and applicable federal grant programs, the City of Hialeah developed an annual plan.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, THAT:

<u>**Section 1:**</u>   The Mayor and the City Council of the City of Hialeah, Florida hereby approve the Annual Plan of Service for the Library Division for fiscal year 2010-2011 and a Three-Year Technology Plan for fiscal years 2010-2011 through 2013-2014, for submittal to the State Library of Florida in order to maintain eligibility as a

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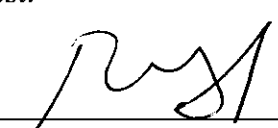
recipient of state and federal funds.

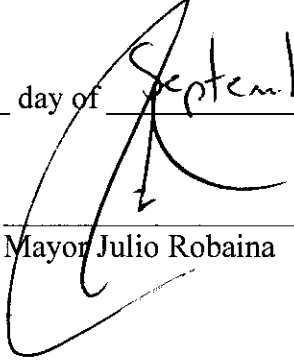PASSED AND ADOPTED this 28th day of September , 2010.

_____
Carlos Hernandez
Council President

Attest: Approved on this 2cl day of September , 2010.

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Rafael E. Granado, City Clerk

_____
Mayor Julio Robaina

Approved as to form and legal sufficiency:

_____
William M. Grodnick, City Attorney

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Resolution was adopted by a unanimous vote with Councilmembers, Caragol, Casals-Muñoz, Cue, Garcia-Martinez, Gonzalez, Hernandez, and Yedra voting "Yes.

HIALEAH PUBLIC LIBRARIES
ANNUAL PLAN OF SERVICE
2010-2011

All activities outlined in this annual plan are in support of the Six (6) Service Roles and their respective goals described in the approved *Hialeah Public Libraries Long Range Plan, 2009-12.*

Reference and Adult Services
- Develop and weed the collection in needed subject areas to provide up to date materials.
- Explore and implement methods of providing full reference services at the point of patron need through the use of technology and best practices.
- Participate in statewide "chat" and e-mail reference service.
- Promote and evaluate programming opportunities, including web-based, for adults to support lifetime learning goals, reading, library use and evaluation of information resources.
- Provide cultural programs, including book clubs and author visits.
- Continue to provide computer instruction in English and Spanish.
- Train all reference staff in effective information retrieval and provision, including reference collection, electronic resources, and the Internet and public service skills.
- Train the public in library use for empowerment and effective use of information resources and e-government initiatives.
- Promote and evaluate use of databases for effective information retrieval.
- Continue to develop and enhance library blog to disseminate information and facilitate resource use.

Children's Services
- Continue year-round children's programming at JFK and e-Libraries.
- Implement a summer reading program to provide reading-based activities for increased use of library by children.
- Focus on collection development, including weeding and updating materials.
- Maintain outreach and networking to Hialeah schools and community organizations to promote effective library use and cooperation including needed materials, parental involvement and homework help.
- Continue to promote innovative programming for young adults (12-18).

Services to the Spanish-Speaking
- Focus on collection development, including weeding of out-of-date materials, with the goal of including literature and cultural materials from all Spanish-speaking communities that we serve.
- Study and evaluate best practices of other libraries serving Spanish speakers.
- Sustain and improve Spanish language programming and public education.

Circulation Services
- Continue to issue new and renewed library cards to all Hialeah residents to increase the number of library users per capita.
- Continue to participate in reciprocal agreements with county and municipal libraries and promote non-resident membership.
- Continue to improve shelving maintenance to facilitate collection use by the public.
- Improve strategies to reduce long-overdue and damaged materials.
- Train circulation staff in circulation software, policies, and public service skills.
- Promote self-checkout stations to encourage patron self sufficiency.

Technical Services
- Continue to work with vendors to improve processing and shelf-ready services to increase efficiency.
- Contribute to, upgrade and maintain holdings of shared records in the OCLC database.
- Improve serials acquisitions check in, storage and circulation.

Technology Services
- Continue to maintain and upgrade existing system-wide hardware and software.
- Implement new technologies as outlined in the library's technology and replacement plans.
- Propose tracking software to IT Dept. for evaluating library website and commercial software usage.
- Conduct user surveys and online polls to improve existing and implement emergent technologies.
- Maintain upgraded wireless network at JFK and branches.

Branch Services
- Promote and enhance services in the five e-Libraries, including e-government laptop use.
- Maintain storytimes in branches.
- Continue English, citizenship, and computer classes in branches.
- Conduct special events and trainings.

Collection Development Services
- Continue to involve and train all librarians in collection development and weeding.
- Maintain standards and baselines for collection development.
- Train all librarians in report usage and data analysis of the collection and its use with the Directors Station module.

Library Administration
- Sustain library services through planning and management of resources.
- Continue to seek outside funding sources to enhance library services.
- Continue reporting on Library services, including an annual report.
- Improve Library services, including user-based evaluation techniques and surveys.
- Further develop the Friends of the Library group to include greater participation.
- Maintain and repair main library and branch facilities as needed.

₼HIALEAH₼
₼PUBLIC LIBRARIES₼

2011/2012/2013 TECHNOLOGY PLAN
FOR UNIVERSAL SERVICE DISCOUNTS APPLICATION

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Diane Diaz, Director, City of Hialeah Public Libraries
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1. MISSION: SERVICE VISION

The City of Hialeah Public Libraries has adopted the following mission statement:

*"By providing the means by which people of all ages, interests, nationalities, and circumstances may avail themselves of recorded wisdom, experience and ideas of others, the City of Hialeah Library Division promotes the **education**, recreation and **information needs** of its community, and contributes to its culture."*

In support of its mission, the Library maintains a central library, the **John F. Kennedy Memorial Library**, and the **Curtiss, North, West, Walker, and Wilde e-Libraries**, with open access, a community focus, responsive service hours, and broad and relevant materials in a variety of formats. The Library provides free public library services to the citizens of Hialeah, including reference services, access to technology and the Internet, children's services, literacy services, and a full range of circulating materials.

The Library Division falls under the Department of Education and Community Services within the government of the City of Hialeah, under the direction of the Mayor and City Council. The Library is primarily funded by the taxpayers of the City of Hialeah.

The Library recognizes the great impact of technology upon the daily lives of the residents of the City of Hialeah (from both an educational and information point of view), and strives to provide both access and instruction in electronic communication and information retrieval for its patrons. Such technology must be efficient, modern, accessible, cost-effective, user-oriented and continually monitored and updated. If projecting future trends is impossible in a society which is seeing such rapid changes in technology and telecommunications, the library will position itself to be able to take advantage of the opportunities arising to improve its delivery of services to patrons. Additionally, in this fourth technology phase, we are addressing how to replace older technology.

Part of the Library's mission is to help bridge the "digital divide" in Hialeah. In the 2010 Pew Internet Survey, some 43% of Americans feel that individuals who do not have broadband at home are at a major disadvantage when it comes to finding out about job opportunities or learning career skills, with an additional 23% saying that a lack of broadband access is a minor disadvantage in this regard. According to the Pew December 2009 survey, Hispanics have the lowest percentage (47%) of home broadband internet compared to Blacks (52%) and Whites (63%). For some residents, the Library is their only access to the Internet.

In the case of Hialeah, these targeted service groups include: minorities (Hispanics); young households; female- headed households, households below $35,000 a year and individuals with less than 9th grade education.

This philosophy also supports the State Library of Florida's overall goal of "Access for All" and specifically that "All the people of Florida have equitable access to the world of information through libraries."

2. SERVICES, GOALS AND OBJECTIVES

Fundamental goals of this Technology Plan are:

- To help provide the most appropriate electronic information delivery system for patrons;
- To control cost and improve efficiency of library operations;
- To evaluate and purchase new and changing technology to meet public demand;
- To connect to relevant information sources outside the library;
- To train staff and educate the public in all forms of electronic information literacy.

All equipment requests included in this technology plan, both hardware and software, are submitted to the City Council as a part of the City's budgetary process for consideration in the Library including repairs, replacements or maintenance contracts as warrantee agreements expire.

From 1998-2009 Funding Years, Hialeah Public Libraries applied for Federal Universal Service Fund discounts and received commitments of more than $209,884. We plan to continue to apply for these E-rate funds as they complement other grant programs very well, with the E-rate providing discounts on telecommunications, Internet access, servers, and other networking equipment, and wiring, and with the other grants providing computers, software and other Library related services for the public.

The Library Division has worked the past twelve years to build and sustain a strong network backbone, which will support the installation and implementation of the new technologies in all library facilities. This has been made possible through strong local planning and funding, e-rate funding, the Gates grant, and several grants to help build and open the new e-Libraries.

Currently, the city-wide network is a high-speed WAN, providing network speeds of 24 Mbps or greater. The six libraries are networked together via City-owned antennas. In 2004, the City replaced the JFK Library antenna with a high speed full duplex system mounted on an independent pole structure which is the same as the other Library locations.

The City's Information Technology Department has plans to continue to upgrade the WAN to increase speed, security, stability, and has started the city wide replacement of network switches and routers to a configuration that will include VoIP and backbone speeds over 1 gig together with a new Firewall system with enhance technology.

The Library network backbone was upgraded during the summer of 2004 by replacing all JFK Library switches. In the next two years, the internal LAN at the Libraries' backbone will match the new levels that the City has currently started to put in place with 1 gig connections to all servers in their data centers.

In August 2006, the Main Library added wireless access to the Internet for the public. In 2010, wireless access was upgraded at JFK Library and installed at West and Curtiss e-Libraries. The Library will seek funding for future wireless access for all e-libraries. Additionally, in the next 3 years, the Library will begin to seek funding to upgrade the library automation system.

On March 1, 2004, the Library began participating in virtual reference services in conjunction with the State Library of Florida and other libraries across the state via the "ASK a Librarian" online service. In the 2003-2004 fiscal year, the Library greatly increased free technology training for the public by partnering with the Hialeah-Miami Lakes Adult Education Center who continues to offer technology classes at each e-Library.

3. STAFF AND PATRON TRAINING

The library strives to maintain the best possible customer services by offering a range of staff and public training and by supporting professional staff development.

Staff:
In order to fulfill our goal of excellence in staff training for the purposes of serving the public and performing duties in the most efficient method possible, long-term objectives for staff training include:

- Training for Librarians and appropriate support staff in new applications, innovations and reference products as acquired.
- Formal training sessions for Librarians and support staff in the full range of library applications including reference search strategies, circulation, cataloging, etc.
- Formal training sessions for Librarians and support staff in current document creation applications: Word, Excel, Access, and PowerPoint.
- Advanced training targeting electronic and Internet search tools, sites and resources.
- Ability to preview and evaluate applications and technology under consideration for purchase by the Library.

The Library Services Supervisor schedules regular staff training to keep technology and public service skills up to date.

Patron:
Since the installation of the GLI Computer Lab in April 2000, we have trained over 7109 people in basic computer literacy workshops. In addition, the Library staff has trained over 1016 City of Hialeah employees in Microsoft Word, Outlook, Excel, and Access Reporting.

- Demand is high for training programs which are scheduled during patron hours of operation without impeding patron access to electronic information
- The Library is able to schedule pertinent training sessions and advertise the availability of these training sessions to the benefit of the general public, students, local businesses and organizations
- Specialized training is offered, targeting specific constituency groups such as the Spanish speaking, children, older adults, City employees, and job seekers
- Small group and individual bi-lingual training are offered by appointment
- Ongoing bibliographic instruction at JFK Library as a routine key part of the Library's daily operations
- Our Literacy Department conducts intensive CEI computer-based training daily to children how to read at both JFK and the West Hialeah e-Library

- Provide computer-based training of Auralog's Tell Me More Language Learning and IBM Reading Companion for adult literacy
- Branches offer adult training through our HML partnership

Workshop Topics include:
- E-government resources
- Mouse Basics
- Word Processing
- Resume Writing
- Searching the Internet
- Applying for food stamps, unemployment
- Introduction to e-mail

4. EXISTING TECHNOLOGY AND SERVICES

Internet access:
- is available through a City-wide, wireless high-speed WAN antenna network.
- In 2004, the City replaced the JFK Library antenna with a high speed full duplex system mounted on an independent pole structure which is the same as the other Library locations
- JFK Library currently offers public wireless (wifi) access and 100Mbps high speed internet access for public computers.
- West and Curtiss e-Libraries will be providing public wifi access in fall of 2010 and 100 Mbps high speed internet.

Technical Support:
The City of Hialeah's Information Systems Department provides additional technical support to the existing network as well as consultation for future technological planning. Currently, the City subscribes a web-based anti-virus protection of the network Trend Micro's Office Scan and Sonicwall firewall filtering software.

John F. Kennedy Memorial Public Library – total 113 computers/laptops and 9 servers:
- 44 public computers (Windows XP)
- 27 staff computers (Windows XP)
- 31 public laptops (Windows XP)
- 2 staff laptops (Windows XP)
- 4 public OPACs (Windows XP)
- 2 Envisionware PC Reservation public stations (Windows XP)
- 2 ITG Self Checkout stations (Windows XP)
- 1 AWE public computer (Windows XP)
- 9 servers (Windows NT, 2000 and 2003)

Curtiss e-Library – total 20 computers and 1 server:
- 18 public computers (Windows XP)
- 2 staff computers (Windows XP)
- 1 server (Windows NT)

West Hialeah e-Library – total 34 computers and 2 servers:
- 28 public computers (Windows XP)
- 4 staff computers (Windows XP)
- 1 Envisionware PC Reservation public station (Windows XP)
- 1 public OPAC (Windows XP)
- 2 servers (Windows NT, 2003)

North Hialeah e-Library – total 13 computers and 1 server:
- 10 public computers (Windows XP)
- 3 staff computers (Windows XP)
- 1 server (Windows NT)

Wilde e-Library – total 26 computers and 2 servers:
- 24 public computers (Windows XP)
- 2 staff computers (Windows XP)
- 2 servers (Windows NT, 2003)

Central (Walker) e-Library - total 29 computers and 2 servers:
- 24 public computers (Windows XP)
- 3 staff computers (Windows XP)
- 1 Envisionware PC Reservation public station (Windows XP)
- 1 public OPAC (Windows XP)
- 2 servers (Windows NT, 2003)

The Library offers the following subscription databases to the public:
- Newsbank Newspapers (Library funded)
- Learning Express Library (Grant funded)
- Tell Me More Language Learning (Grant funded)
- Tumblebooks (Library funded)
- Florida Electonic Library (State funded)
- Netlibrary e-Books (State funded)

Envisionware PC Reservation Software installed at:
- John F Kennedy Memorial Public Library
- West Hialeah e-Library
- Walker e-Library

Two ITG Self Check-Out Stations installed at John F Kennedy Memorial Public Library in 2007 and 2008.
- Upgraded software version in Oct 2008 and 2009

The Library System uses SirsiDynix ILS since 2002.
- 2005 upgraded to version 2003.3.4
- 2006 upgraded Oracle to version 9i and performed a server migration on the Unicorn and iBistro web servers
- 2007 upgraded from c-client to java based version GL3.1
- 2009 replaced iBistro web server

One AWE public computer purchased for JFK Library from Friends of the Library funding in Dec 2009.
- Upgrade to version 7 planned for October 2010

5. PLANNED TECHNOLOGICAL UPGRADES, SERVICES AND TIME LINE

a) Fiscal Year 1 – 2011/2012
- Plan new Library in Annexation area of City with 22 computers, 1 server, wireless and network backbone
- Annual lease Microsoft software; annual maintenance Integrated Library System (ILS)
- Upgrade to Sirsi Symphony version and train staff
- Replace outdated 2011 computers at JFK Library (total 21)
- Replace outdated 2010 computers Curtiss e-Library (total 2)
- Replace outdated 2010 computers Walker e-Library (total 23)
- Replace outdated 2010 computers Wilde e-Library (total 26)
- Replace 2 servers at Wilde e-Library and Wilde e-Library network backbone and add wireless
- Replace or add uninterruptible power supplies (UPS) for library computers
- Implement Public Access Computer Registration software system-wide
- Implement centralized laser printing station (Print Management) software system-wide
- Redesign of library web site to maintain its comprehensive and robust nature
- Investigate tracking software for library website and commercial software usage
- Conduct online user and polling surveys of all Library services (including technology)

b) Fiscal Year 2 – 2012/2013
- Investigate new ILS system to replace existing one
- Replace outdated computers at North e-Library (total 8) and furniture
- Replace outdated 2011 computers Curtiss e-Library (total 18)
- Replace outdated 2011 computers Walker e-Library (total 6), network backbone, 2 servers and add wireless
- Replace or add uninterruptible power supplies (UPS) for library computers
- Annual lease Microsoft software; annual maintenance Integrated Library System (ILS)
- Develop interactive web pages for patron suggestions, paying fines online and reference
- Plan for migration from client Microsoft Office 2007 to 2010
- Plan a digital archives project of the City's historical photographic archives for the website

- Investigate software/hardware /furniture modifications in area of adaptive technologies for patrons with disabilities (ADA compliance)
- Migrate from client Microsoft Windows XP operating system to Windows 7
- Conduct online user and polling surveys of all Library services (including technology)

c) Fiscal Year 3 – 2013/2014

- March 2013 – Apply for LSTA grant to replace current ILS (Sirsi)
- April 2013 – Apply for Construction grant for new Main Library
- Develop comprehensive staff and public training plan for new equipment and other library technology
- Annual lease Microsoft software; annual maintenance Integrated Library System (ILS)
- Replace new Main/JFK network backbone
- Replace outdated laptops JFK Library (total 13)
- Replace North e-Library network backbone and add wireless
- Replace or add uninterruptible power supplies (UPS) for library computers
- Conduct online user and polling surveys of all Library services (including technology)
- Draft new three year Technology Plan
- Update the Computer Equipment Replacement Policy and Plan
- Update the Computer Software Upgrade strategy for existing software

6. EVALUATION

Library staff will evaluate the impact of electronic information services and technology in the community in order to keep the library's programs, services, and activities relevant and cost – effective. The impact of technology will be measured in terms of customers use, resources, and comments.

The technology plan will be monitored on an annual review basis during budget planning in the third quarter of each year to check on the progress towards the stated goals as well as determine if any changes need to be implemented in way of timelines or the addition to or modification of goals.

7. TECHNOLOGY HISTORY

The library currently maintains a wide variety of multipurpose computers for public and staff use on a LAN/WAN. In addition to major collection development and networking efforts, and while adjusting to the tremendous growth in use by the public, the Library Division has accomplished the following:

Pre 2000:
- Circulation functions automated with Gaylord Galaxy text based system and 14 computers
- Awarded a Gates Grant in 1999 for computes at JFK/Main Library and Curtiss e-Library
- April 1999, the Library launched a website to provide expanded self-service to key groups (*http://www.ci.hialeah.fl.us/library/*)

2000-2005:
- Opened Gates Library Initiative Computer Lab in April 2000
- In 2001, over 20,000 netLibrary e-Books were made available to the Hialeah residents through a partnership between the State Library of Florida and SOLINET
- In 2001, opened West e-Library
- Migrated in 2002 to a new web-based Library Automation System (Sirsi's Unicorn) and provided access to our library catalog on the Internet
- North Hialeah e-Library opened May 17, 2002
- In January 2003, provided a number of Gale subscription databases through a partnership with the State Library of Florida via their website www.flelibrary.org
- In 2003, awarded a federal LSTA grant in the amount of $90,000 for the Curtiss e-Library project
- In 2003-2004 fiscal year, the Library greatly increased free technology training for the public by partnering with the Hialeah-Miami Lakes Adult Education Center who expanded technology classes into each e-Libraries
- In 2004, the City replaced the JFK Library antenna with a high speed full duplex system mounted on an independent pole structure
- In 2004 all JFK Library switches were replaced
- On April 30, 2004, the Library website was redesigned and content updated
- In 2004, awarded a State Construction grant of $280,000 for Central (Walker) e-Library
- March 1, 2004, the Library began participating in virtual reference services in conjunction with the State Library of Florida and other libraries across the state via the "ASK a Librarian" online service
- Upgraded Library automation system with web access, a bilingual catalog and e-books
- Entered into a reciprocal borrowing and joint planning agreement with M-DCPL and other city libraries
- Awarded a Gates Grant in 2005 of $39,000 for PC replacements of the original computers that were received in 1999 at JFK/Main Library and Curtiss e-Library.
- Began outsourcing shelf-ready processing services.

2006:
- awarded a $500,000 State of Florida Library Construction Grant to expand West Hialeah e-Library
- Wilde e-Library opened to the public in August 2006
- awarded $40,000 by the Federal LSTA grant used for acquisition of a self-checkout station, 13 laptop computers for public use, a PDA for mobile reference and inventory purposes, Director's Station software to improve reporting capabilities for administration and staff, and sharing of resources through SOLINET membership, the initial batch load of library records to OCLC, and the contracting of OCLC services
- August 2006, the Main Library added wireless access to the Internet for the public

2007:
- Completed construction of Walker e-Library funded through a $280,000 State Construction grant
- Added Director's Station module to automated library system to improve statistical reporting.
- Added 13 laptops for public use at JFK, funded through LSTA funds
- Added a self-checkout module for increased efficiency at JFK Library, funded through LSTA grant
- Joined SOLINET and incorporated use of the OCLC database to share records and update holdings, funded through an LSTA grant
- Installed new security gates at JFK, Curtiss, and Wilde e-Libraries

2008:
- Completed expansion and remodeling of the West e-Library, funded through $500,000 State Construction grant.
- Implemented PC Reservation and Print Management Systems at JFK and West e-Library public computer areas, for cost recovery and staff efficiency funded through State Aid funds.
- Purchased additional self-checkout module for children's department at JFK funded through State Aid funds.
- Installed security gates at Walker and West e-Libraries funded through the Construction grants.
- Reorganized staff duties and cross-training to maximize efficiency due to operating budget cuts.
- Constructed gated area at JFK parking lot to maintain library van on site; to increase efficiency of use by more staff in all shifts.

2009:
- Awarded $96,680 LSTA Grant for new technology of which 16 new laptops purchased for new e-Government Lab
- Launched a Library wiki in order to allow staff to develop and maintain up to date information and provide a Spanish version for e-government website links.

2010:
- Awarded $5,000 Dollar General Grant for purchase of two new laptops and annual subscription to Auralog's Tell Me More learning languages
- Upgraded JFK wireless network
- Installed Metro-e Internet lines and wireless access at West and Curtiss e-Libraries

Technology Assessment		DATE: 9-17-10		
Library System	Hialeah Public Libraries			
Service Location	190 West 49th Street, Hialeah, FL 22012			
Contact Person	Diane Diaz, Library Administrator			

Equipment

Type	2011-2012	2012-2013	2013-2014
PC Workstations (Public)	Quantity: 189	Quantity: 209	Quantity: 209
Other Workstations (Staff)	Quantity: 43	Quantity: 45	Quantity: 45
Terminals	Quantity: 0	Quantity: 0	Quantity: 0
Printers (public / staff)	Quantity: 26 / 22	Quantity: 27 / 23	Quantity: 27 / 23
Routers (JFK)	Quantity:4(Metro-e)	Quantity: 5 (Metro-e)	Quantity: 5 (Metro-e)
Antennas	Quantity: 6	Quantity: 7	Quantity: 7
Switches	Quantity: 8	Quantity: 9	Quantity: 9
Ports (JFK)	Quantity:	Quantity:	Quantity:
Antenna Boxes	Quantity: 6	Quantity: 7	Quantity: 7
Telephone System (Meridian) Type: Centrex	Quantity: 1	Quantity: 1	Quantity: 1
Telephone Sets	Quantity: 33	Quantity: 34	Quantity: 34
FAX Machines	Quantity: 8	Quantity: 9	Quantity: 9
Other:	Quantity:	Quantity:	Quantity:
IP Phone Systems	Quantity: 3	Quantity: 4	Quantity: 4
	Quantity:	Quantity:	Quantity:

NETWORKING

Item	2011-2012	2012-2013	2013-2014
LAN	[x] Yes [ ] No	[x] Yes [ ] No	[x] Yes [ ] No
No. Workstations on LAN	232	254	254
No. of Network Printers	47	49	49
Cabling	Type: Cat 5	Type: Cat 5	Type: Cat 5
Fiber	N/A	N/A	N/A
No. of Network Drops	250	272	272
Wireless Access Points	N/A	N/A	N/A

Connections

Type	2011-2012	2012-2013	2013-2014
POTS	Quantity: 11	Quantity: 11	Quantity: 11
Centrex/PBX	Quantity: 1	Quantity: 1	Quantity: 1
56 Kb	Quantity:	Quantity:	Quantity:
Fractional T1	CIR:	CIR:	CIR:
1.54 Mb (T1)	Quantity:	Quantity:	Quantity:
10 Mb	Quantity: 4	Quantity: 5	Quantity: 5
45 Mb (T3)	Quantity:	Quantity:	Quantity:

SOFTWARE

Type	2011-2012	2012-2013	2013-2014
Internet Browser	[x] Yes [ ] No	[x] Yes [ ] No	[x] Yes [ ] No
E-Mail	[x] Yes [ ] No	[x] Yes [ ] No	[x] Yes [ ] No
OPAC	[x] Yes [ ] No	[x] Yes [ ] No	[x] Yes [ ] No
Other:	[x] Yes [ ] No	[x] Yes [ ] No	[x] Yes [ ] No

Plan Budget or Cost Estimate		DATE:	09/17/2010
Library System	Hialeah Public Libraries		
Location	190 West 49th Street, Hialeah, FL 33012		
Contact Person	Diane Diaz, Library Administrator		

Category	2011-2012	2012-2013	2013-2014
Telecommunications			
Voice (including long distance)	$12,111.60	$12,111.60	$12,111.60
Data	$8,500.00	$9,000.00	$9,500.00
Cellular	$0.00	$0.00	$0.00
Internet Service Provider			
JFK Library	$23,635.98	$23,635.98	$23,635.98
West Hialeah e-Library	$23,635.98	$23,635.98	$23,635.98
Curtiss e-Library	$23,635.98	$23,635.98	$23,635.98
Equipment			
Server(s)	$20,000.00	$20,000.00	$80,000.00
PC Workstations	$70,000.00	$30,000.00	$15,000.00
Printers	$2,000.00	$3,000.00	$10,000.00
Hubs / Switches	$15,000.00	$8,000.00	$15,000.00
Software	$12,000.00	$12,000.00	$15,000.00
Library Automation			
Purchase	$0.00	$0.00	$320,000.00
Maintenance Cost	$36,000.00	$39,000.00	$0.00
Equipment Maintenance	$18,000.00	$18,000.00	$54,000.00
Cabling & Wiring	$5,000.00	$5,000.00	$10,000.00
Training	$1,500.00	$1,500.00	$4,500.00
TOTALS	**$271,019.54**	**$228,519.54**	**$616,019.54**

Welcome - Bienvenido
Hialeah Public Libraries
Internet and Computer Use Policy

Color and black and white printing are available ($.20 per black and white page and $.50 per color page). Patrons may not put their own paper, envelopes, labels, or other materials into Library printers.

Rules of Conduct - User Responsibilities

Internet access may be used only for acceptable purposes. Examples of illegal and/or unacceptable use include, but are not limited to, the following:

- Fraud, including using another person's library card to obtain computer use time.
- Threats of violence/endangerment of others, obscenity, child pornography, gambling, and harassing communications as defined by law.
- Violation of copyright laws.
- Violation of software license agreements.
- Intentional propagation of computer viruses.
- Attempting to change Library computer equipment, software settings, or files belonging to the Library, other users, or external networks and Web sites.
- Attempting, or assisting, unauthorized access to any library computer system or other network or external system.
- All USB devices are prohibited for use in public computers or library laptops since storage devices are subject to virus infections.

Limits and Disclaimer

Staff members are not permitted to give legal, financial, or medical advice and are not case workers. Library staff cannot advise patrons as to the identification of forms or actions needed to obtain government services. Staff members can assist patrons in finding E-Government materials that pertain to a specific subject in order to enable patrons to make informed decisions. Library staff cannot submit forms for patrons. Hialeah Public Libraries is not responsible for the content found on other government agencies' websites, for any failure in transmission of online applications or forms to other government agencies, or for accurate submission of forms or information. Hialeah Public Libraries cannot guarantee that other government agencies receive forms or information submitted from library computers or act on

them appropriately. No agreement or contract is created between the patron and the library staff or the library system.

Privacy

Patrons are advised to keep documents containing personal information secure and private. Patrons should be aware and careful when providing personal information using library computers, completely exiting websites and closing the web browser when finished. Patrons are urged to collect all of their documents from around the computer and printer. Hialeah Public Libraries takes measures to secure our network, but cannot guarantee against all security intrusions.

Internet Signup Procedures

Computer use is limited and subject to availability. Ask staff about computer times and use. Reservations are made in-person using a PC Reservation station. If all computers are in use, then you may make a reservation for the next available computer at the SELF SERVICE STATION located next to the Circulation Desk. A reservation will be held for 5 minutes past the start time.

You must have a library card to make a reservation. If you do not have one, or have not brought it to the library, a guest card may be purchased at the Circulation Desk for $2.00.

Optional Use of Filtered Workstations and Parental Responsibilities

The Hialeah Public Libraries supports the right and responsibility of parents to direct use of the Internet by their children, and provides convenient access to filtered Internet workstations with the intent of filtering pornographic sites. Filtering software (which is produced by an outside vendor and is not completely under library control) may restrict access to sites which could be deemed objectionable, but may also limit access to sites which have legitimate research value. No filtering system is completely effective or efficient and unsuitable sites may still be occasionally accessed for which the library takes no responsibility. Parents and legal guardians of children under eighteen are responsible for both determining the limits of their children's access to the Internet and providing the respective guidance to them.